GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:169
ANSWERED ON:23.08.2007
Delay/Cancellation of Flights
Chowdhury Shri Adhir Ranjan;Mandal Shri Sanat Kumar

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is planning to introduce some guidelines to make the airlines more accountable to the passengers in cases of long delays and sudden cancellations of flights;

(b) if so, the details thereof;

(c) whether there is any proposal to make it mandatory for the airlines to compensate their passengers in case of delay/cancellation of flights;

(d) if so, the details thereof; and

(e) the extent to which these guidelines/proposals are expected to be helpful in facilitating the passengers?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a),(b),(c),(d) and (e):- A Statement is laid on the table of the Sabha.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN REPLY TO STARRED QUESTION NO.169 DATED 23.8.2007 REGARDING DELAY/CANCELLATION OF FLIGHTS.

(a) to (e):- No, Sir. However, Government is continuously studying and monitoring the punctuality of airline operations. While there are several factors like bad weather, technical snags, air traffic congestion etc.which may be beyond the control of airlines, some of the delays could be attributable to the airline industry. Government is already working with airlines industry through fora like Airline Facilitation Committee,the Federation of Indian Airlines etc.on the need to maintain the approved schedules. Government i s also continously improving the infrastructure at the airports and reviwing procedures to accomodate more flights at busy airports.